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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/619,944	07/15/2003	Christopher R. Wilson	1033-SS00401	6802
60533	7590	11/02/2006	EXAMINER	
TOLER SCHAFFER, LLP 5000 PLAZA ON THE LAKES SUITE 265 AUSTIN, TX 78746				STERRETT, JONATHAN G
ART UNIT		PAPER NUMBER		
		3623		

DATE MAILED: 11/02/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)	
	10/619,944	WILSON ET AL.	
Examiner	Art Unit		
Jonathan G. Sterrett	3623		

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
 - If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
 - Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) Responsive to communication(s) filed on 30 June 2006.

2a) This action is FINAL. 2b) This action is non-final.

3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) Claim(s) 1-12, 14, 16-26, 28-36, 38 and 39 is/are pending in the application.
4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5) Claim(s) _____ is/are allowed.

6) Claim(s) 1-12, 14, 16-26, 28-36, 38 and 39 is/are rejected.

7) Claim(s) _____ is/are objected to.

8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) The specification is objected to by the Examiner.

10) The drawing(s) filed on _____ is/are: a) accepted or b) objected to by the Examiner.

 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
a) All b) Some * c) None of:
1. Certified copies of the priority documents have been received.
2. Certified copies of the priority documents have been received in Application No. _____.
3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) Notice of References Cited (PTO-892)
2) Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____

4) Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____
5) Notice of Informal Patent Application (PTO-152)
6) Other: _____

DETAILED ACTION

Summary

DETAILED ACTION

1. In view of the appeal brief filed on June 30, 2006, PROSECUTION IS HEREBY REOPENED. A new ground of rejection is set forth below.

To avoid abandonment of the application, appellant must exercise one of the following two options:

- (1) file a reply under 37 CFR 1.111 (if this Office action is non-final) or a reply under 37 CFR 1.113 (if this Office action is final); or,
- (2) request reinstatement of the appeal.

If reinstatement of the appeal is requested, such request must be accompanied by a supplemental appeal brief, but no new amendments, affidavits (37 CFR 1.130, 1.131 or 1.132) or other evidence are permitted. See 37 CFR 1.193(b)(2).

2. Currently **Claims 1-12, 14, 16-26, 28-36, 38 and 39** are pending.

Response to Arguments

3. The applicant's arguments have been fully considered regarding **Claims 1-12, 14, 16, 17 and 30-36**, but they are not persuasive.

4. The applicant's arguments regarding **Claims 18-26, 28, 29, 38 and 39** have been considered but are moot in view of new grounds of rejection.

5. The applicant argues on page 2 that Weigel and Bogart cannot technically be combined, because Bogart's method is a call-by-call method and Weigel is a batch processed method.

The examiner respectfully disagrees.

In response to applicant's argument that Weigel and Bogart are technically incompatible, the test for obviousness is not whether the features of a secondary reference may be bodily incorporated into the structure of the primary reference; nor is it that the claimed invention must be expressly suggested in any one or all of the references. Rather, the test is what the combined teachings of the references would have suggested to those of ordinary skill in the art. See *In re Keller*, 642 F.2d 413, 208 USPQ 871 (CCPA 1981).

The fact that Weigel relies on batch processing and Bogart relies on call-by-call processing, as alleged by the applicant, is irrelevant to the teachings contained in the two references. Both the references address improving the assignment of tasks to workers. Weigel's teachings address assigning workers based on their capability, that is, assignment based on their specialty (i.e. their area of expertise where they are the most proficient). Bogart teaches that by measuring a technician's historical performance, a better assignment of tasks to that technician can be made since their historical performance provides an accurate measure of how long they would take to

perform a task. One of ordinary skill in the art would seek to add Bogart's teaching to Weigel because it would improve the accuracy of scheduling that employee to a task. This accuracy results in greater productivity for the organization because of the efficiency gain with more accurately predicting a technician's performance. Thus, not only are Weigel and Bogart technically compatible, they are in the same field of endeavor (i.e. analogous art) and one of ordinary skill in the art would seek to improve Weigel's method by incorporating Bogart's teachings with a reasonable expectation of success.

6. The applicant argues on page 4 that Weigel does not teach the limitations of Claim 2 and 31.

The examiner respectfully disagrees.

The term used in Claim 2 is a "geo location system". (The examiner notes that the term "A geo location system" is so broad that it would include a map.) Weigel does disclose a GIS system which is a "geo location system" since a Geographic Information System provides location information. The terms "location of the technician" would include the centroid of the area that the technician is working in, since the service area of the technician includes their location.

7. The applicant argues on page 5 that Weigel does not teach the limitations of Claim 16 and 31.

The examiner respectfully disagrees.

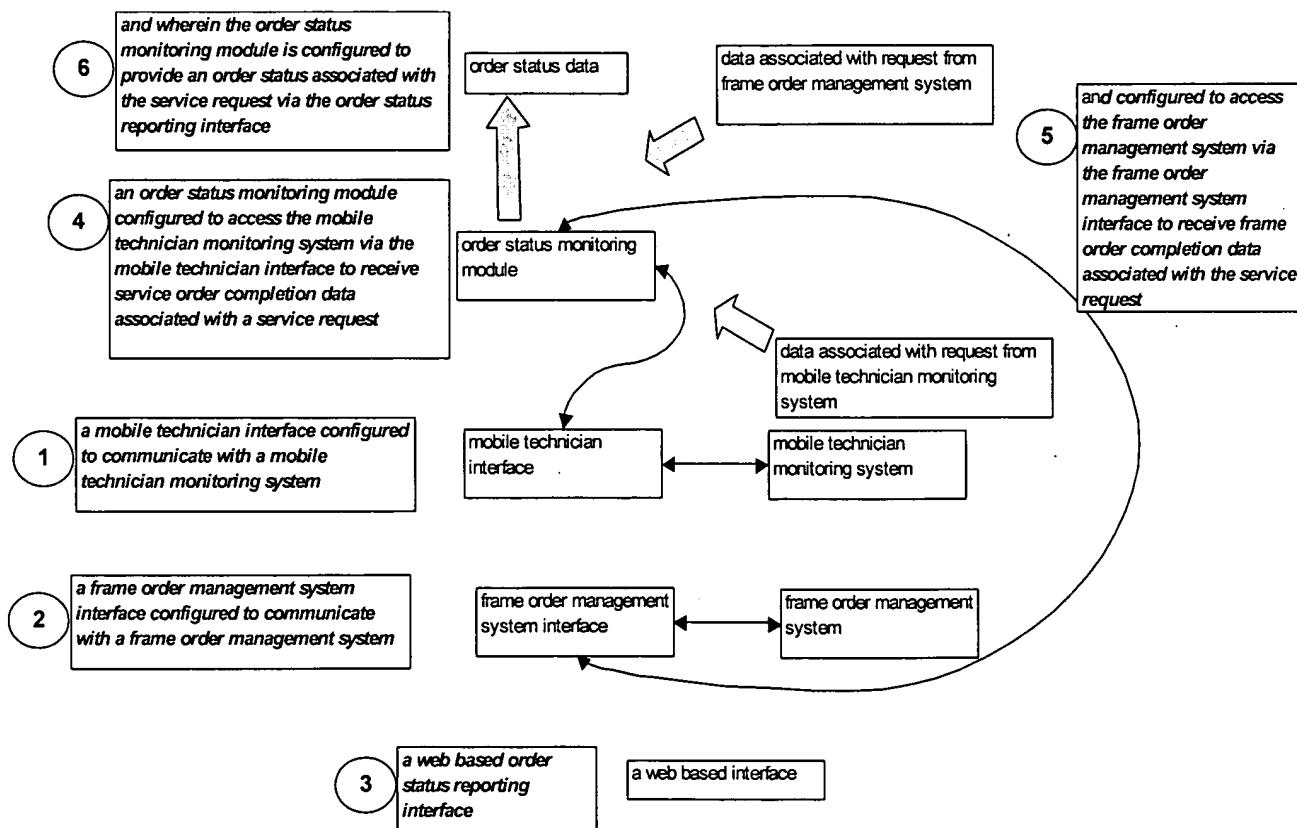
The limitations cited in Claim 16 states "global positioning location associated with a technician in a pool of technicians". Again a point and a limited area on a map, as per the service area of the technician, as taught by Weigel, meets the claim limitation. The GIS system of Weigel is taking into account the distance the technician must travel (i.e. be dispatched). The fact that Weigel's system is batch operated at the beginning of the shift is irrelevant. Nowhere does the claim limitation state "real time" or any other criteria that eliminates batch processing at the beginning of a shift, from anticipating the claim. The claim is addressing providing global positioning (i.e a GIS system as taught by Weigel) as in input in dispatching. Weigel uses the positioning location of the technician in formulating where they should go (i.e. their dispatch instructions), as per the claim.

Claim Rejections - 35 USC § 112

8. The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

9. Claims 18-26 are rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention. (Claim 18 is diagrammed below).



Regarding **Claim 18**, the claim cites a "dispatch control system", however, none of the limitations in the body of the claim functionally provide for controlling dispatching.

Additionally, other elements of the claim are cited which do not add functionality to the claim. For example, a frame order management system is cited, but there is no claimed management of "frame orders", as it relates to dispatch control. Similarly, a mobile technician monitoring system is cited, however, there are no limitations that functionally provide for monitoring a technician. Also a web-based order status reporting interface is cited, however it is not functionally connected to any of the other cited elements. The claim is indefinite, because (1) it is not clear that the limitations provide for controlling dispatch and (2) the elements cited do not provide the functionality necessary to provide for controlling dispatching.

Claims 19-29 depend on Claim 18, and are therefore indefinite for at least the reason that Claim 18 is indefinite.

Regarding Claim 38, the limitations recite receiving frame order completion data, however, this completion data is not functionally connected to the service order completion data. Additionally the order status provided via a web interface is not functionally connected to the other two recitations of data exchange (i.e. service order completion data and frame order completion data). The claim is indefinite, because (1) it is not clear that the limitations provide for monitoring order status and (2) the elements cited do not provide the functionality necessary to provide for monitoring order status.

Claim 39 depends on Claim 38, and is therefore indefinite for at least the reason that Claim 38 is indefinite

Claim Rejections - 35 USC § 103

10. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

11. **Claims 1-12, 14, 16, 17 and 30-36** are rejected under 35 U.S.C. 103(a) as being unpatentable over **Weigel** in view of **Bogart US 6,163,607** (hereinafter **Bogart**).

Weigel, Don; Cao, Buyang; "Applying GIS and OR Techniques to Solve Sears Technician-Dispatching and Home Delivery Problems", Jan/Feb 1999, Interfaces, 29, 1, ABI/INFORM Global, p.112.

Regarding **Claim 1**, Weigel teaches:

a service request interface configured to communicate with a service request system;

Page 113 paragraph 3 line 15-16, customers call in to communicate with the service request system.

Page 114 column 2 line 13-14, the EHDS/CARS interfaces with the mainframe to receive service orders.

a dispatch system interface configured to communicate with a dispatch system; and

Page 114 column 2 line 15-17, system uploads dispatching information, i.e. through a dispatch system interface configured to communicate with a dispatch system.

a service assignment module configured to assign a service request to a technician from a pool of available technicians based on their skills and abilities

Page 116 column 1 line 20-26, the system (i.e. service assignment module) assigns service requests to technicians from a pool based on their skills and abilities to provide repair, i.e. their primary and secondary skills.

the service request received via the service request interface,

Page 114 column 2 line 13-14, the EHDS/CARS interfaces with the mainframe to receive service orders

the service assignment module notifying the technician of the service request via the dispatch system interface.

Column 2 line 15-18, system has eliminated dispatchers from communicating with local workforce, thus the system notifies the technicians directly from the dispatch system interface.

Page 115 Figure at top of page – the technician is automatically provided with service manifests, directions and maps, i.e. notified of the service request through this interface.

wherein the historical technician performance statistic includes an average travel time to reach a service location associated with a service order and where service times at service locations are tracked.

Page 116 column 1 line 26-29, average travel time is average completion time of a task associated with the service request since traveling to the location requiring service is a task associated with the service request.

Page 116 column 2 line 19-20 total service time is tracked for service calls (note transit time is tracked as a separate entity).

Weigel does not teach:

Assigning a technician based at least in part on a historical technician performance statistic;

wherein the historical technician performance statistic includes an average time at a service location associated with a service order before completing a requested service associated with the service order

Bogart teaches:

Assigning a technician based at least in part on a historical technician performance statistic.

Column 3 line 20-25, technicians historical performance is used to assign calls – see also column 5 line 36-40, call assignment is based on this historical performance.

wherein the historical technician performance statistic includes an average time at a service location associated with a service order before completing a requested service associated with the service order.

Column 5 line 10-15; line 18-20, the historical technician performance statistic is a weighted average of prior performance. The service location is the technician's location in the call center where the technician is handling calls (i.e. service orders).

Column 4 line 58, call duration is tracked and stored in the database as an historic performance metric.

Weigel and Bogart both address providing workforce scheduling, thus both Weigel and Bogart are analogous art.

Bogart teaches that scheduling an employee based on their historical performance helps maximize the performance of an organization by taking the individual performance level of the employees into account (column 3 line 6-10). Bogart further teaches that using a weighted average takes historical performance into account, but places a greater weight on performance that is more recent, to take into account improvements in performance the technician may experience over time.

It would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of Weigel, regarding providing a service technician scheduling system, to include the step of basing scheduling at least in part on historical

employee performance, as taught by Bogart, because it would maximize the performance of an organization by taking the individual performance level of the employees into account.

Regarding **Claim 2**, Weigel teaches:

a geo-location interface configured to access a geo-location system, the geo-location system indicating a location of the technician and
page 119 column 1 line 31-35, the system accesses a GIS system to indicate location of a centroid (seed point) that indicates a location of the technician.
wherein the service request is assigned based at least in part on the location of the technician.

Page 119 column 1 line 39-41, the system takes into account the technician's seed point (centroid) location when assigning service orders.

Regarding **Claim 3**, Weigel teaches:

a service request status interface for accessing status data associated with the service request.

Column 2 line 13-19, the system provides online reports (i.e. through a service request status interface). These reports provide status data associated with the service request including various times, e.g. start and total service time.

Regarding **Claim 4**, Weigel teaches an online service request status interface, as per above in Claim 3, but does not teach:

wherein the service request status interface is a web-based interface, as per Claim 4 or **wherein the service request status interface is accessible by a competitive local exchange carrier**, as per Claim 5.

However, Official Notice is taken that it is old and well known in the art for interfaces, including status request interfaces, to be web-based, as per Claim 4 or accessible through internet dialup (i.e. accessible by a CLEC). Providing web-based status interfaces (as per Claim 4) including those accessible through a dial-up connection (i.e. through a CLEC as per Claim 5) enable customers to access status inquiries flexibly from a variety of locations since they are accessing the interface through the internet.

It would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of Weigel, regarding providing a service technician scheduling system and online status reporting, to include the step of providing a web-based status interfaces (as per Claim 4) including those accessible through a dial-up connection (i.e. through a CLEC as per Claim 5) because it would provide customers with flexibility in accessing a service request status since they are accessing the interface through the internet.

Regarding **Claim 6**, Weigel teaches:

a system interface configured to access a operation management system,

Page 114 column 2 line 13-15, Sears mainframes interfaces with the CARS/EHDS system (i.e. the operation management system since it manages both delivery and service requests).

the service assignment module configured to transfer service requests to the operation management system via the system interface.

Page 114 column 2 line 13-15, and Figure 2, page 115, CARS/EHDS receive service requests from the mainframe through the system interface.

Note the use of the term "frame" and "frame related" above comprise non-functional, descriptive language.

Also, it would have been obvious to adopt the above service system to a frame system to provide frame related service requests since it is old and well known in the art the frame systems require service and service requests.

Regarding **Claim 7**, Weigel does not teach:

a scoring interface configured to access a technician scoring system, the technician scoring system storing an efficiency scoring associated with the technician.

Bogart teaches:

a scoring interface configured to access a technician scoring system, the technician scoring system storing an efficiency scoring associated with the technician

Column 2 line 25-30, the system (i.e. a scoring interface) stores scoring information (i.e. an efficiency) based on the employee's (i.e. technician's) performance during the last call-see also column 4 line 55-60.

Weigel and Bogart both address providing workforce scheduling, thus both Weigel and Bogart are analogous art.

Bogart teaches that scheduling an employee based on their historical performance helps maximize the performance of an organization by taking the individual performance level of the employees into account (column 3 line 6-10).

It would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of Weigel, regarding providing a service technician scheduling system, to include the step of storing an employee's efficiency scoring, as taught by Bogart, because it would maximize the performance of an organization by taking the individual performance level of the employees into account.

Regarding **Claim 8**, Weigel teaches:

a statistical knowledge interface configured to access a statistical knowledge system, the statistical knowledge system storing statistical data associated with the service request.

Page 116 column 1 line 11-15 & 26, the assignment rules module accesses the system to store statistical information associated with the service request. In this case the statistical data is average travel time.

Regarding **Claim 9**, Weigel teaches tracking the number of completed service calls (i.e. requests), page 127 Table 2 “Completed Calls”.

Weigel does not teach:

a billing system interface configured to communicate with a billing system, the billing system to receive completion data associated with the service request.

Official Notice is taken that it is old and well known in the art that Sears has a billing system to ensure customers are billed for the fulfillment of their service request.

It would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of Weigel, regarding tracking the completion of service requests to include interfacing said completion data with a billing system to ensure that customers are billed upon the completion of service requests.

Regarding **Claim 10**, Weigel teaches:

a user interface to provide data associated with the technician.

Page 116 column 1 line 11-14, the assignment module allows entry of data associated with the technician to be entered and customized (i.e. thus a user interface).

Regarding **Claim 11**, Weigel teaches:

wherein the user interface is a web enabled interface.

Page 128 Column 2 line 18-25, the user interface used in assigning service requests, is also included in a web-based (i.e. web-enabled) application.

Regarding **Claim 12**, Weigel teaches the web enabled interface as per Claim 11 above, but does not teach:

wherein the user interface includes a JAVA component.

However, Official Notice is taken that it is old and well known in the art for a web application for an interface to include a Java component. The java language provides a way to easily and robustly incorporate various functionalities into a web browser.

It would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of Weigel and Bogart, regarding providing service dispatch capability and a web-based user interface, to include the step of wherein the

user interface includes a Java component, because it provides an easy and robust way to incorporate various functionalities into a web browser.

Claims 14, 16, 17 and 30-36 recite similar limitations as those recited in **Claims 1-12** above, and are therefore rejected under the same rationale.

12. **Claims 18-26** are rejected under 35 U.S.C. 103(a) as being unpatentable over **Norand**'s mobile wireless Pen*key computer product offering (hereinafter **Norand**).

Norand is contained in the following references:

Norand.com webpage of 2-6-98, "NyNex utilizes Pen*Key® mobile computers to retrieve information and execute transfer activity", pp.1-4, retrieved from the internet: web.archive.org/web/19990206125452/www.norand.com/case_nynex_more.html, hereinafter **Reference A**).

Norand.com webpage of 2-6-98, "Norand – Field Service", pp.1-2, retrieved from the internet: web.archive.org/web/19990206122627/www.norand.com/sol_fieldservice_tech.html, hereinafter **Reference B**).

Norand.com webpage of 2-6-98, "Are you getting ready to catch the wireless wave", pp.1-8, retrieved from the internet: web.archive.org/web/19990206122343/www.norand.com/wp_wirelesswave.html, hereinafter **Reference C**).

Norand.com webpage of 2-6-98, "Introducing the Norand RapidREP™ Solution from Intermec Technologies Corporation", pp.1-3, retrieved from the internet: 19990206114807/www.norand.com/pr_rapidrep.html, hereinafter **Reference D**).

The above references are from Norand's website, all archived on February 6, 1998. Norand provided mobile computers that were configured using a variety of software and hardware configurations for a variety of field uses. In each case, users entered data that was recorded by the mobile laptop to wirelessly connect the user to a network from the field. Norand's mobile laptop also provided instructions to the mobile user depending on the situation and particular application.

While it is not clear or readily apparent that the disclosed functionalities were available in one packaged service or offering, these references clearly show that Norand, as a whole, made these functionalities available. These functionalities were all designed to provide information to a user working in the field, so that information was available at their fingertips –this automation was necessary to improve their productivity and make their jobs easier. Therefore, the examiner submits that it would have been obvious to one of ordinary skill in the art of mobile wireless computing to offer any permutation of these functionalities to meet a mobile user's needs, thereby improving their productivity and making their tasks in the field easier. Therefore, it would have been obvious to combine the following limitations separately, as taught by the Norand references as laid out below.

Regarding **Claim 18**, Norand teaches:

a mobile technician interface configured to communicate with a mobile technician monitoring system;

Reference A page 2 para 4, 6; the technician has a mobile interface to communicate with the monitoring system (i.e. the system receiving the technician's commands from the mobile Norand computer). The examiner notes that the terms "mobile technician monitoring" are non-functional descriptive material because they do not structurally affect the remainder of the claim.

a frame order management system interface configured to communicate with a frame order management system;

Reference A page 2 para 4, the mobile technician's interface is configured to communicate with a management system through an interface (i.e. Starmem – see also page 3 para 2 & page 2 para 2, Starmem is an interface the communicates with the Loop Assignment control system.

a web based order status reporting interface; and

Reference D page 2 para 1, web-based applications that support operations,

Reference B page 1 para 2, when a job (i.e. a service order) is complete, a button is pressed to begin the billing cycle (i.e. since the job is complete, i.e. the service order status, the customer is billed).

an order status monitoring module configured to access the mobile technician monitoring system via the mobile technician interface to receive service order completion data associated with a service request

Reference A page 2 para 1 & 6, a module receives data from the technician's mobile computer – this data is associated with a request. The technician sending a request to through a switch as part of an order is completion data associated with a service request.

and configured to access the frame order management system via the frame order management system interface to receive frame order completion data associated with the service request,

Reference A page 2 para 1 & 2, the server accesses the switch to receive completion data that the switch has been thrown – see also page 2 para 2, the data stored by COSMOS is frame order completion.

and wherein the order status monitoring module is configured to provide an order status associated with the service request via the order status reporting interface.

Reference A page 1 para 3, the records (i.e. including the orders for switch processing in page 2 para 1) are updated, i.e. provide an order status.

Regarding **Claim 19**, Norand teaches completing a service order as discussed above. Norand teaches a order status monitoring module, service order completion data and frame order completion data, as discussed above.

wherein the order status monitoring module reports a complete status associated with the service request upon receipt of both the service order completion data and the frame order completion data.

Reference A page 2 para 6, the module reports a complete status when the user touches the 'throw' button.

Regarding **Claim 20**, Norand teaches:

an internal service management interface configured to communicate with an internal service management system,

Reference A page 2 para 2, outside plant engineer enters work orders through an interface into the system.

and wherein the order status monitoring module is configured to access the internal service management system to receive the internal service completion data.

Reference A page 2 para 2, the system (COSMOS) stores the service completion data.

Regarding **Claim 21**, Norand teaches:

a service order request interface configured to communicate with a service order request system; and

Reference A page 2 para 2, the entering of orders into COSMOS (i.e. a request interface communicating with a request system, i.e. COSMOS).

an order dispatch module configured to access the service order request system to receive the service request.

Reference B page 2 para 2, dispatchers assign calls through assigning the service order request to technician's in the field. – see also page 1 para 2, the dispatching of service orders to the field is automated, i.e. through a dispatch module.

Regarding **Claim 22**, Norand teaches:

a user interface configured to provide configurable views of data associated with the mobile technician monitoring system, the frame order management system, and the order status monitoring module.

Reference A page 3 para 1 & page 2 para 6, a backlit display provides for a configurable view of data associated with the systems and monitoring module discussed above. The views that allow a user to identify a switch and through it on the Norand display also provide for configurable views of data associated with the systems and module, as the switch data is associated with these systems and module.

Regarding **Claim 23**, Norand teaches:

wherein the user interface includes a web-enabled interface.

Reference D page 2 para 1, web-based applications (i.e. interfaces) that support operations are part of the Norand offering.

Regarding **Claim 24**, Norand teaches providing a user interface that runs on a portable PC that is running windows (Ref C page 6 para 3) and that is providing the

latest wireless internet applications (Ref C page 2 para 1). Norand does teach where the user interface includes a JAVA interface component.

However, Official Notice is taken that it is old and well known in the art of internet computing to use interfaces that utilize object oriented programming methods, including using JAVA components.

JAVA components are a known, reliable way to provide an interface that accesses the internet.

It would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of Norand, regarding providing for wireless PC connectivity to the internet, to include the step of where the user interface includes a JAVA component, because it would provide a reliable way to interface the internet.

Regarding **Claim 25**, Norand teaches:

An inventory provisioning interface configured to access a public switch telephone network inventory system.

Regarding **Claim 26**, Norand teaches:

Wherein the order status reporting interface is configured to provide access to a competitive local exchange carrier.

Claims 28, 29, 38 and 39 recite similar limitations to those addressed by the rejection of **Claims 18-26** above and are therefore rejected under the same rationale.

Conclusion

13. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

"Norand-Payback", Norand.com webarchive from 2-6-98, pp.1-2, retrieved: web.archive.org/web/19980206121556/www.norand.com/payback/pay_ben.html.

"Norand Nor*Ware™ remote from Intermec Technologies Corporation improves field communications", Norand.com webarchive from 2-6-98, pp.1-3, retrieved: web.archive.org/web/19980206121815/www.norand.com/pr_remote.html.

14. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Jonathan G. Sterrett whose telephone number is 571-272-6881. The examiner can normally be reached on 8-6.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Tariq Hafiz can be reached on 571-272-6729. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for

published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

JGS

JGS 8-14-2006



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SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 3600